

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 12/20/2007  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>344004</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED  <b>C</b> <b>05/19/2005</b>
NAME OF PROVIDER OR SUPPLIER  <b>JOHN UMSTEAD HOSP</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>1003 12TH ST</b> <b>BUTNER, NC 27509</b>		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE	
A 046	<p>482.13(a)(2)(iii) WRITTEN NOTICE OF GRIEVANCE DECISION</p> <p>In its resolution of the grievance, the hospital must provide the patient with written notice of its decision that contains the name of the hospital contact person, the steps taken on behalf of the patient to investigate the grievance, the results of the grievance process, and the date of completion.</p> <p>This STANDARD is not met as evidenced by: Based on medical record review, hospital document review, staff interviews, and review of hospital policy and procedure, the hospital failed to provide a written response to a patient's grievances for 1 of 13 sampled patients (patient #10).</p> <p>Findings include:</p> <p>Patient #10's medical record was reviewed on 5-17-05. Patient #10, a 47-year-old male, was admitted on 10-7-04 with the diagnosis of Schizophrenia - Unspecified. Further review of patient #10's medical record revealed a progress note, dated 4-13-05, in which the nurse documented "(Patient's name) reports that 1 pack of Newport cigarettes is missing from the box. Pt. seems to think that there cigarettes were taken on 3rd shift. Incident reported completed by (healthcare technician's name), Nsg (nursing) Supervisor and Pt. advocate aware". Another progress note, dated 4-14-05, stated "He has multiple complaints of snacks cigarettes missing. Advocate is aware...."</p>	A 046			

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (\*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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A 046	<p>Continued From page 1</p> <p>Review of the hospital's patient advocacy log, from January 2005 through March 2005, revealed an Advocacy Contact Summary (C 185-05), dated 3-11-05. The contact summary stated "Patient advised that he is missing a pack of cigarettes. Staff confirmed that the patient did have a pack of cigarettes that is missing. Advised that a request for reimbursement will be completed." Further review of the advocacy log revealed a 2nd Advocacy Contact Summary (C 269-05), dated 4-12-05, which stated "Missing 2 packs of cigarettes. The staff confirmed that the patient had the cigarettes when they left the ward to go to the treatment mall but when they returned, the cigarettes were gone. Advised patient that request for reimbursement will be completed."</p> <p>Interview with the Director of Advocacy on 5-17-05 revealed the Advocacy Department has 3 methods of resolving patient issues/complaints: contacts, grievances, and investigations. Interview revealed a "contact" is a grievance that can be solved "on the spot" and does not require a written response to the patient.</p> <p>The policy and procedure entitled "Patient Grievance" was reviewed on 5-17-05. The policy defined grievance as "A formal, verbal or written, complaint made by, or on behalf of, a patient concerning a circumstance within the jurisdiction of the hospital that is considered unjust, injurious or a violation of patients' rights (Issues are not considered to be formal grievances if they can be resolved promptly, by staff present. For example: a change in bedding, housekeeping of a room, clarification of treatment plans or rules, etc.). The policy also stated " An investigation shall be conducted and a response shall be provided in</p>	A 046			

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A 046	<p>Continued From page 2</p> <p>writing to the patient/patient representative within 5 working days of receipt of the grievance." There was no evidence of a hospital policy and procedure which explained the use of a "contact" to resolve patient issues. Staff was not able to provide a policy that discussed patient "contacts."</p> <p>An interview was conducted with the patient advocate on 5-17-05. Interview revealed patient #10 was not provided with a written response for the grievances regarding missing cigarettes, dated 3-11-05 and 4-12-05. Additionally, the advocate reported the reimbursement form for patient #10's cigarettes "never made it to the business office." The advocate reported the reimbursement form was missing after she gave the form to the unit director who no longer works at the hospital. The patient advocate could not provide further evidence patient #10 had received a written response regarding the missing cigarettes or that patient #10 had been reimbursed for the 1 pack of cigarettes missing since 3-11-05 and the 2 packs missing since 4-12-05. The advocate further reported she will give the reimbursement form to the new unit director "in the morning."</p> <p>Based on the hospital's policy and procedure, patient #10's issue regarding missing cigarettes met the hospital's definition of a grievance. Patient #10's issue was not able to be resolved promptly by staff present. At the time of the survey (May 16-19, 2005) patient #10 had not yet received a written response regarding the grievances, dated 3-11-05 and 4-12-05. Additionally, at the time of the survey patient #10 had not been reimbursed for cigarettes that had been missing since March and April 2005. Patient #10's issue was not treated as a formal</p>	A 046			

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A 046	Continued From page 3 grievance by staff as outlined in the policy and procedure; therefore patient #10 did not receive written notification of the steps taken on behalf of the patient to investigate the grievance, the results of the grievance process, and the date of completion.	A 046			